

















MiScorecard Performance Summary								
Business Unit:		Michigan Gaming Control Board			Green			
Executive/Director Name:		Richard Kalm			Yellow			
Reporting Period:		Sep 2017			Red			
					Date Approved: 10/13/2017			
Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-4-AD	Percentage of Indian Gaming audit/inspection plans completed	Yellow		100.00%	88.89% Jul 1 - Sep 30, 2017	66.67%	Quarterly	Audit and inspection plans help to provide for the efficient and effective oversight of the Tribal-State Class III Compacts. Calendar Year 2017 audit/inspections plans includes the completion of 12 net wins fiscal years audited and 6 compliance audits.
C-6-AD	All first time offenders of the DPL who agree to participate in the Diversion Program will be mailed enrollment packets within established timeframes	Green		100.00%	100.00% Jul 1 - Sep 30, 2017	100.00%	Quarterly	The Disassociated Persons List (DPL) program is required by the Michigan Gaming Control and Revenue Act and is intended to help those who believe they have a gambling problem. First time violators of the DPL are guilty of trespassing and subject to jail time and/or a fine. All first time offenders of the DPL who agree to participate in the Diversion Program will receive treatment for their gambling problem. Enrollment packets will be mailed to individuals eligible for the Diversion Program within 3 business days of receiving notification from the Attorney General's Office.
C-7-AD	Complete Requests for Information (RFI) from other gaming jurisdictions within established timeframes	Green		95.00%	100.00% Sep 1 - Sep 30, 2017	100.00%	Monthly	MGCB receives requests for licensee suitability from other gaming jurisdictions and law enforcement agencies with the understanding that MGCB will issue a response. The response is provided in the spirit of cooperation between law enforcement agencies and with the understanding that no information shall be disclosed to any other agency, entity or individual; or utilized in any court of law, administrative hearing, or other forum without prior written consent of MGCB. MGCB will issue a written response within 10 business days.
Financial								
F-1-CAE	Review of Daily Tax Returns within established timeframes.	Green		90.00%	100.00% Sep 1 - Sep 30, 2017	100.00%	Monthly	Review of daily tax returns ensures the proper amount of revenue is reported and the correct amount of taxes are paid by the three Detroit casinos. The State receives a 8.1% wagering tax on the adjusted gross revenue. All daily tax returns for all 3 Detroit casinos will be reviewed within 2 business days of receipt.
F-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.	Green		100.00%	100.00% Sep 1 - Sep 30, 2017	100.00%	Monthly	The Detroit Casinos pay the State a 8.1% wagering tax on a daily basis. MGCB will verify the amount of wagering tax paid by the Detroit Casinos equals the amount due.
Internal Business Process								
P-1-LI	Supplemental and one-year renewal investigations of suppliers and vendors completed within established timeframes	Green		85.00%	100.00% Jul 1 - Sep 30, 2017	85.71%	Quarterly	Supplemental and one-year renewal investigations streamlined to ensure the Investigation Section completes investigations within 60 days.
P-5-CAE	Completion of a predetermined percentage of Field Verifications (FVs) of Electronic Gaming Devices (EGDs).	Green		85.00%	98.99% Sep 1 - Sep 30, 2017	100.00%	Monthly	Electronic testing of Electronic Gaming Devices (EGDs) completed to ensure installed media is approved by the MGCB. Electronic testing of 10% of all EGDs at each Detroit casino will be completed each year.
P-6-CAE	Completion of a predetermined number of Monitoring Inspections (MIs).	Green		85.00%	100.00% Sep 1 - Sep 30, 2017	100.00%	Monthly	A systematic observation, review, or test of a casino operational activity to ensure compliance with the Michigan Gaming Control and Revenue Act, Administrative Rules or internal controls. The number of Monitoring Inspections (MIs) is determined by the number of enforcement regulation officers available. The compliance managers will provide the number of MIs to be completed each month of calendar year 2017.
P-7-LAGR	Software and hardware submission evaluations completed within established timeframes.	Green		100.00%	100.00% Sep 1 - Sep 30, 2017	100.00%	Monthly	Software and hardware for electronic gaming devices have to be evaluated by the gaming lab prior to being placed onto the gaming floor in the Detroit casinos. Software and hardware submissions will be completed within 13 weeks from the time the submission is received.
P-8-CAE	Completion of an established number of compliance audits per year.	Green		90.00%	83.33% Jul 1 - Sep 30, 2017	100.00%	Quarterly	Compliance audits ensure casino operations comply with regulatory requirements. Conduct 9 compliance audits of the three Detroit casino gaming operations in 2017. 33% of the compliance audits will be completed by June 30, 2017, 67% by September 30, 2017, and 100% by December 31, 2017.
P-10-LI	Criminal Investigations completed within established timeframes	Green		75.00%	86.67% Sep 1 - Sep 30, 2017	71.43%	Monthly	Criminal investigations will be completed within 60 days of the assignment.
P-12-AD	Document processing completed within established timeframes.	Green		97.00%	99.36% Sep 1 - Sep 30, 2017	97.08%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management process will be completed within 3 business days of receipt of the documents.
P-14-LI	Initial and 5 year renewal investigations to be completed within established timeframes.	Green		85.00%	91.67% Jul 1 - Sep 30, 2017	100.00%	Quarterly	Supplemental investigations involving new qualifying individuals or qualifying business (Qualifiers) will be streamlined to ensure the Licensing and Regulation Division completes the investigation within 60 days, plus 3 additional investigative days for each additional new Qualifier, from the date of assignment. The completion percentage will be 85%.
P-28-LAGR	Completion of predetermined percentage alcohol testing of live horse racing drivers per month	Green		65.00%	100.00% Sep 1 - Sep 30, 2017	100.00%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 65% of the drivers/jockeys who participate in live horse race dates in 2017.
P-29-LI	Conduct on-site inspections within established time frames	Green		90.00%	93.75% Sep 1 - Sep 30, 2017	92.50%	Monthly	The Investigations Section will conduct 80 on-site inspections per month of charities that conduct charitable gaming millionaire party events to determine compliance with the Bingo Act and Administrative Rules.
P-30-LI	Assign a specified number of post inspections per month	Green		80.00%	108.33% Jul 1 - Sep 30, 2017	100.00%	Quarterly	The Investigations Section Manager will assign 60 post-event inspections per month.

P-31-LI	Complete post-event inspections within the established timeframes	Green		80.00%	99.32% Jul 1 - Sep 30, 2017	100.00%	Quarterly	Post-event inspections will be completed by the Regulation Officer (RO) within 60 days of the assignment. A post-event inspection is an audit of a charitable organization's financial and millionaire party event records to ensure compliance with the Bingo Act and Administrative Rules and is considered complete when the RO submits their report to the manager for review.
P-32-LI	Vendor applications will be processed and submitted to management for final approval within established timeframes.	Green		80.00%	95.45% Jul 1 - Sep 30, 2017	86.67%	Quarterly	Vendor applications, excluding those involving derogatory information, will be processed, peer reviewed, supervisor reviewed and submitted for management review and approval within 30 days of the assignment.
P-33-CAE	Issue a 30-day letter to applicants within the established timeframe	Green		85.00%	98.85% Sep 1 - Sep 30, 2017	96.55%	Monthly	For each applicant that requires a 30-day letter, it must be written and forwarded for mailing within 7 business days of the regulation officer's assignment date.
P-34-LI	Millionaire Party Event Applications will be issued within the established timeframe	Green		80.00%	81.39% Jul 1 - Sep 30, 2017	78.92%	Quarterly	Millionaire Party Event Applications received at least 6 weeks prior to the event start date will be issued (if approved) no later than 30 days prior to the event start date.
Good Government								
GG2	The percentage of champions identified in employee survey.	Green		75.00%	70.00% Jan 1, 2016 - Apr 30, 2017	69.00%	CY Annually	The % of champions identified in the statewide survey of state employees measuring employee engagement.